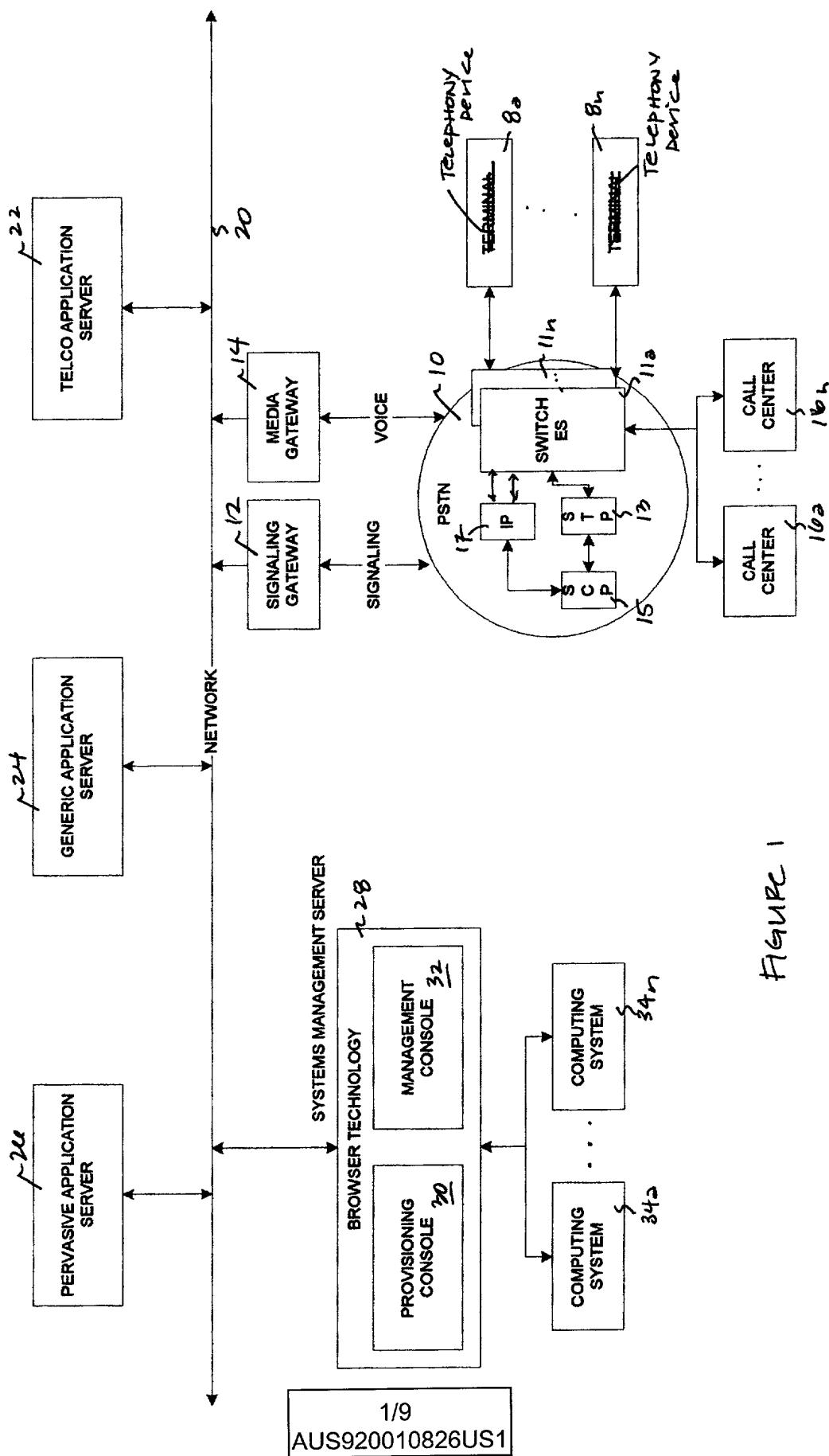


ET420197665US



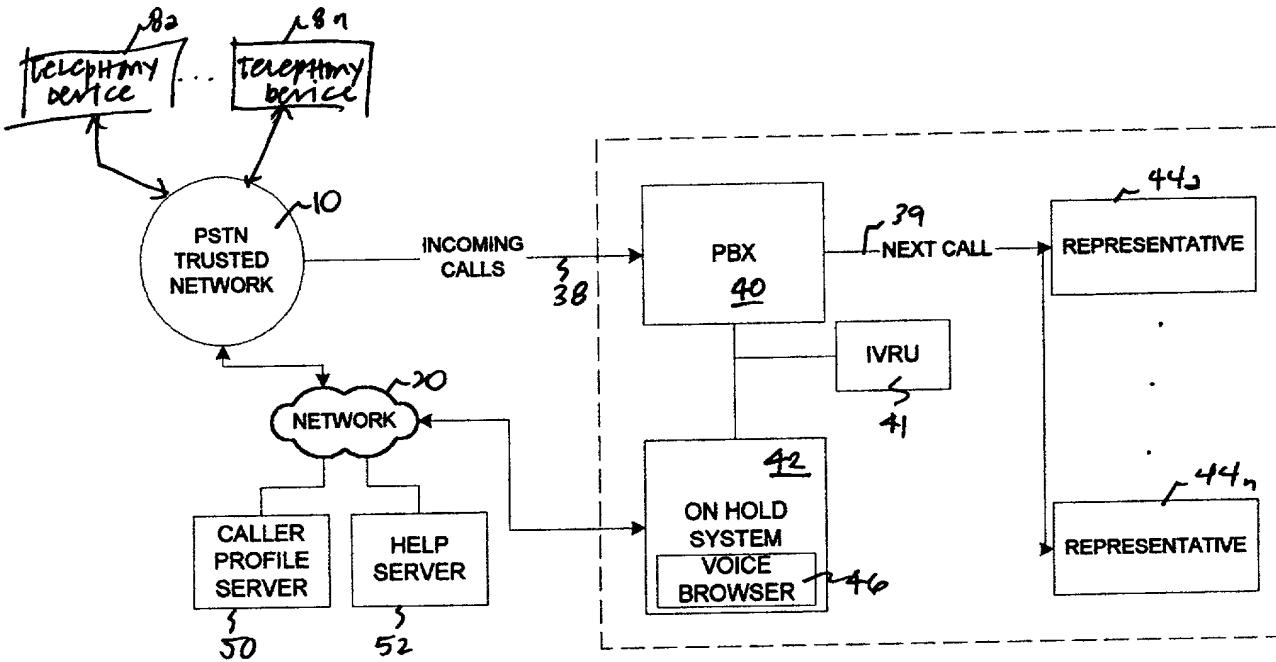


FIGURE 2

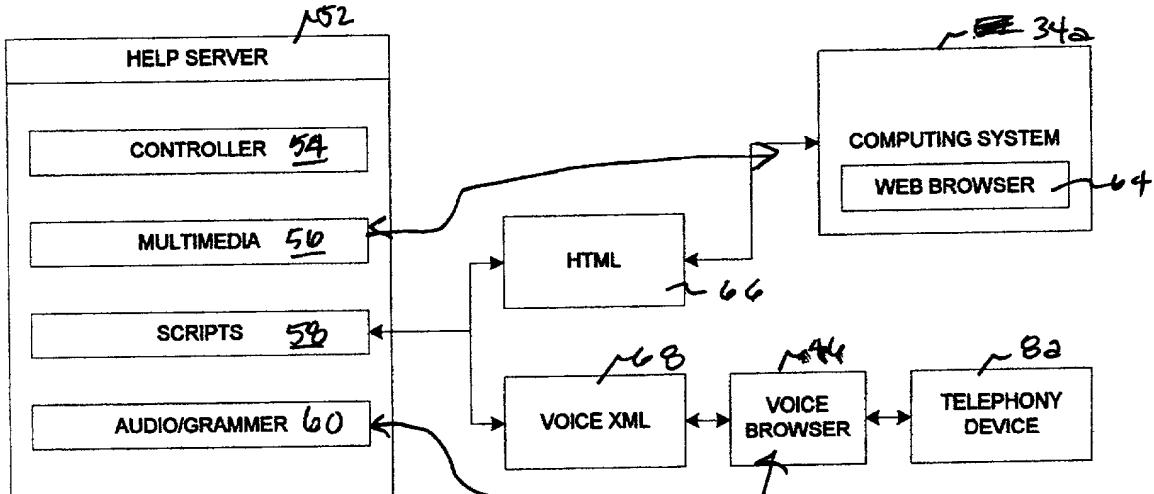


FIGURE 3

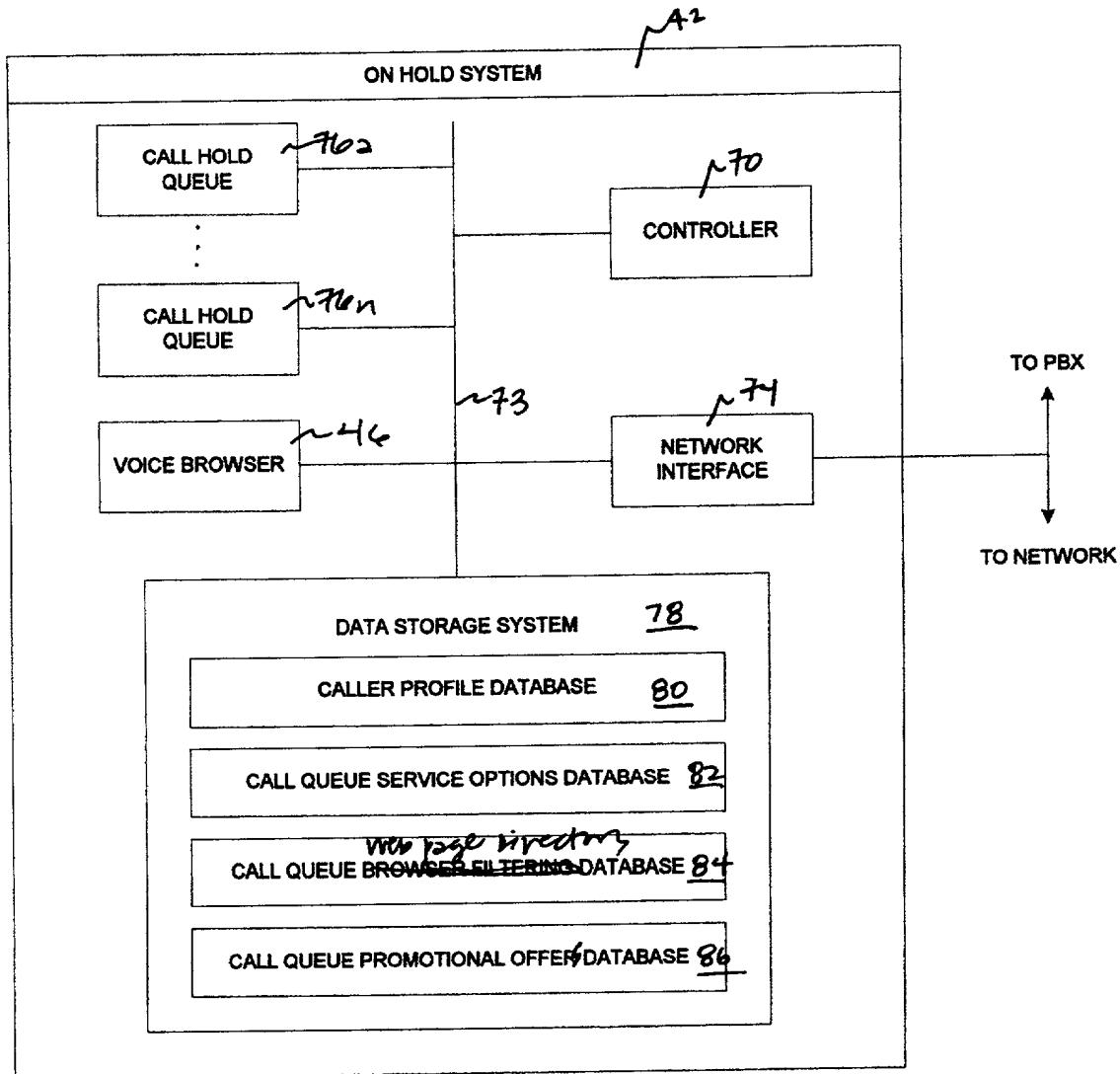


FIGURE 4

✓90

CALLER PROFILE
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VID - JANE SMITH 500-00-000

MUSIC PREFERENCE : CLASSICAL, LIGHT ROCK

NEWS PREFERENCE : HEADLINE NEWS

AGE : 30

SEX : F

EDUCATION : COLLEGE

OCCUPATION : ADVERTISING

SPECIAL NEED: NONE

GEOGRAPHICAL REGION : 12

PRODUCTS:

COMPUTER A; APPLIANCE B; CABLE SERVICE C

MONTHLY WAIT HISTORY :

30 MINS CLASSICAL MUSIC, SONGS A-G

20 MINS HEADLINE NEWS, CNN

40 MINS TRIVIA GAME, QUESTIONS 1-40 FROM GAMES R US

50 MINS SURVEY, POLITICAL VIEWS ON SPORTS

5 MINS LIGHT ROCK MUSIC

10 MINS SPORTS NEWS

CURRENT WAIT HISTORY

20 MINS QUEUE 1      -> TRANSFER TO QUEUE 3 - QUEUE 1 WRONG

2 MINS QUEUE 3      CURRENTLY ON HOLD

MONTHLY TIME WITH REPRESENTATIVE

AVERAGE TIME : 10 MINUTES

LONGEST TIME : 30 MINUTES

SHORTEST TIME : 2 MINUTES

ON HOLD POINTS = 20

MEMBERSHIP POINTS

COMPANY A - 200

COMPANY B - 300

COMPANY C - 100

FIGURE 5

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CALL QUEUE WEB PAGE DIRECTORY DATABASE		
Help	MODEM	
	TYPE A	
	FAQ	-> MODEM/TYPE A/FAQ
	PROBLEM SOLVING	
	LIGHT	-> MODEM/TYPE A/PROBSOLVE/LIGHT
	INITIALIZING	-> MODEM/TYPE A/PROBSOLVE/INITIALIZE
	CONNECTION	-> MODEM/TYPE A/PROBSOLVE/CONNECT
	TYPE B.	
	:	:
	:	:
NP	NEW PRODUCT A	
	GEOGRAPHICAL REGION 1	-> PRODUCTA/REGION1
	GEOGRAPHICAL REGION 10	-> PRODUCTA/REGION10
ext	ACCESSORY A - ACCESSORY TO PRODUCT C	VENDOR 0010
Vendor	FEMALE	-> VENDOR 0010/ACCESSORY A/ON HOLD/ FEMALE
XD	MAIL	-> VENDOR 0010/ACCESSORY A/ON HOLD/ FEMALE

FIGURE 6

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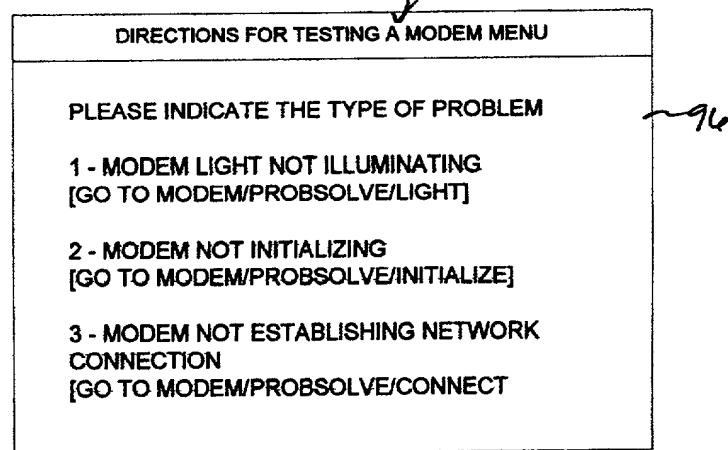
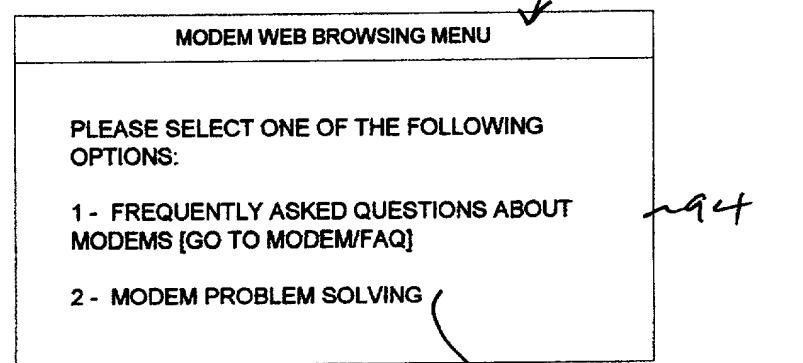
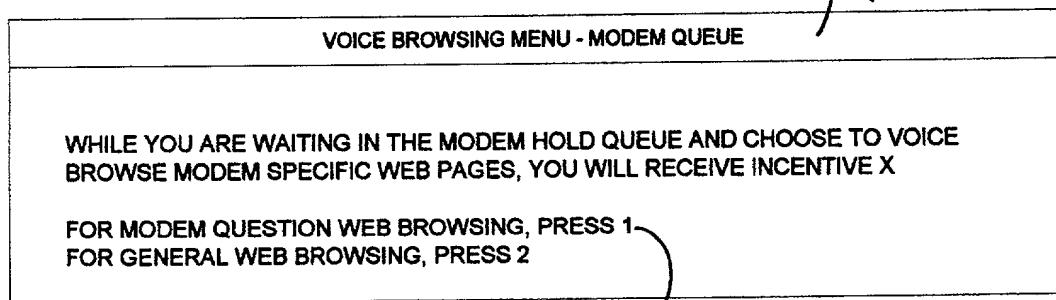


FIGURE 7

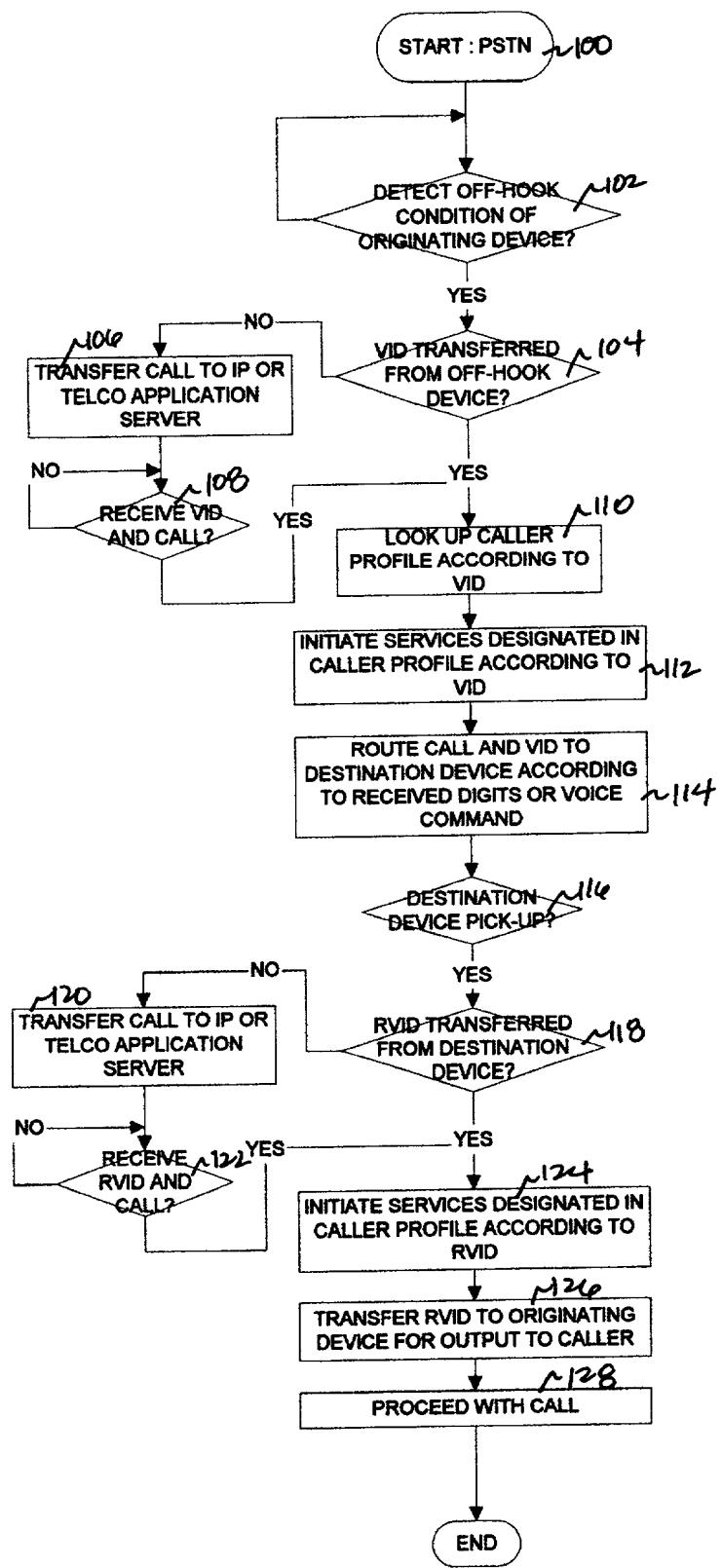


FIGURE 8

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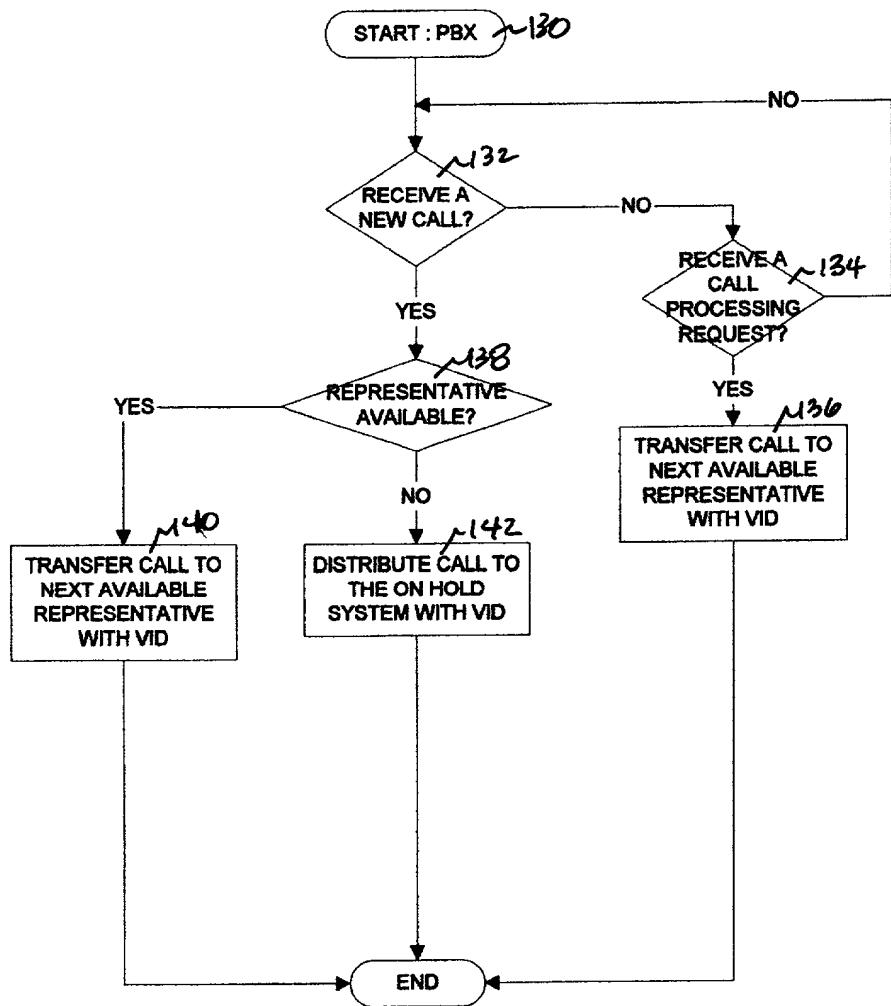


FIGURE 8/9

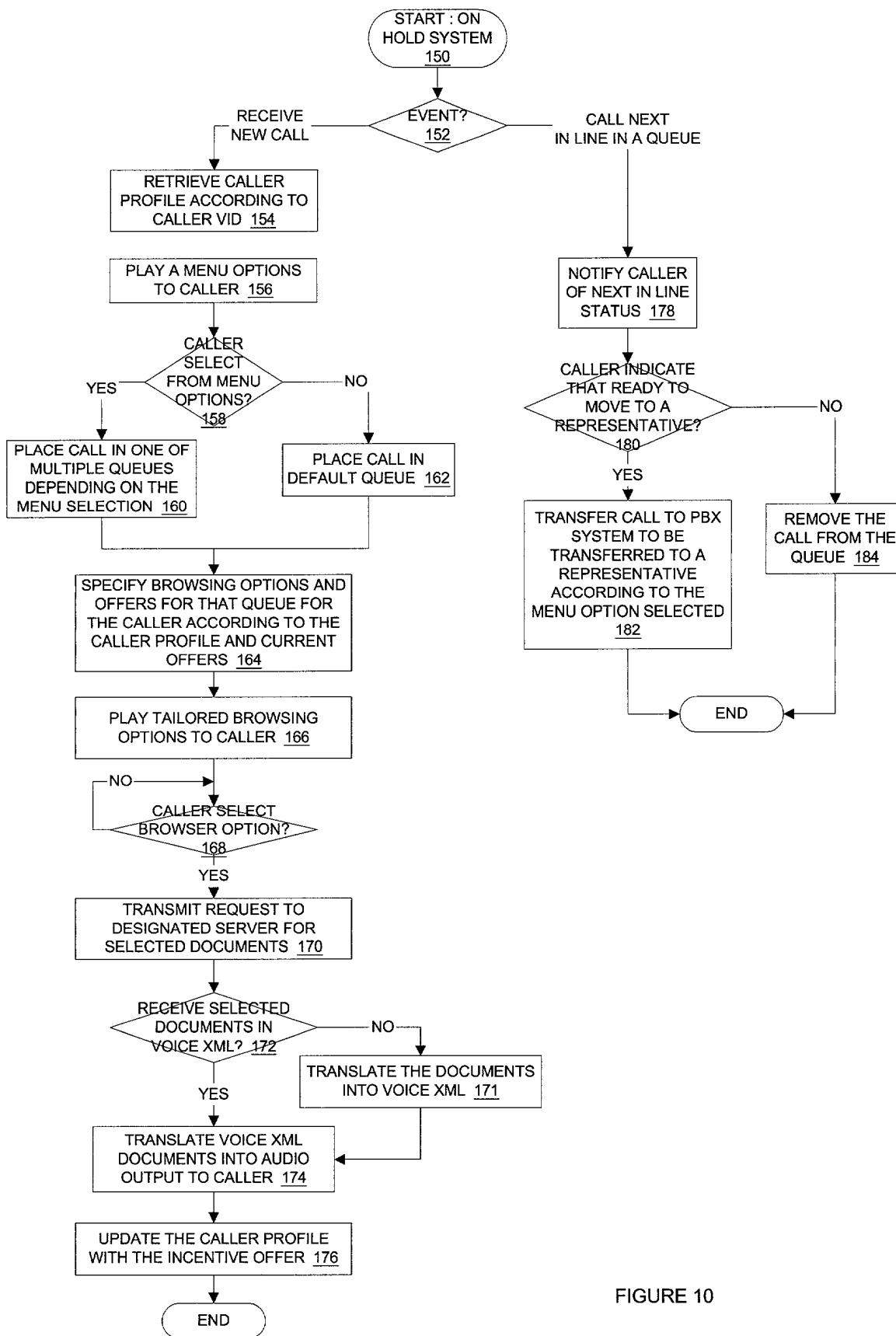


FIGURE 10

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